

A photograph of a man with grey hair, wearing an orange t-shirt and blue jeans, sitting cross-legged in a field of tall green grass. In the background, a sandy beach leads to a body of water. A seagull is visible on the beach, and a person is standing in the water. There are trees and buildings in the distance under a clear blue sky.

# Supported Recreation and Education Services Handbook

# Goodwill's Mission

*Transforming the lives of individuals with disabilities and other barriers through pathways to independence and the power of work.*

## Who We Are and What We Do

Supported Recreation & Education Services (SRES) supports individuals with developmental disabilities to live their best lives by being part of their community and building skills. Activities are individualized based on interests and preferences with the goal to promote independence, team building, skill building and community connections. Some examples of activities may include:

- Community Outings
- Fitness & Sports Activities
- Educational Opportunities
- Weekend Getaways & Vacations



## Who Will Provide Services

A team of staff, volunteers and interns provide mentoring, coaching and support. All team members have required training.

# New Registration and Sign Up

- SRES program is open to individuals age 18 and over with developmental disabilities who are interested in building skills, exploring their community and making new friends.
- SRES program requires a New Participant Information packet to be completed before the first activity attended.
- A registration form is completed before all activities.
- In the event the participant requires staff to attend an activity, please indicate that on the registration form. The participant or staff will be required to cover the cost for tickets, admission, food, etc. for the staff.
- SRES currently accepts from all counties.
- All services are private pay.
- Enrollment numbers for each activity is determined by space availability and staffing and is first come, first serve. Participants may be placed on a wait list if the activity is full.

# Billing and Payment

- Payment for services is currently private pay. Payment can be made at the time of the activity or when registering in cash/check. Goodwill can also send an invoice to the participants payee. Credit card payments can be made directly through our Accounting department.
- A monthly invoice will be sent to the participant/payee no later than the 15<sup>th</sup> of each month.
- All payments are due in full within 30 days of receipt.
- Any billing disputes must be submitted within 30 days of the billing date to the SRES Mgr.
- All past due accounts will be addressed as follows:
  - Over 30 days past due, participant or payee will receive a verbal reminder
  - If invoice is greater than 60 days past due, and there is no payment plan set up or followed, the participant may not be able to attend any further activities.
  - A written reminder will be sent after 90 days
  - A payment plan may be considered for past due invoices. Once the invoice is paid or at least 3 payments have been made on the payment plan, consideration will be given for participating in activities.



# Transportation

- For most activities, the SRES program transports from the Goodwill location to and from the activity.  
Goodwill Columbus, 1331 Edgehill Road, Columbus, OH 43212
- Participants will need to have their own transportation to and from Goodwill.
- See program details for any other transportation details

# When Do the Activities Happen



Most activities and classes are held in the evenings during the week and typically last between one and three (1-3) hours.



Weekend activities generally last three to five (3-5) hours. Day activities are offered one to two (1-2) times a month.



Weekend getaways, vacations and camp are offered several times throughout the year.

## Holidays / Closures

- SRES observes and doesn't offer activities on the following holiday's: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.
- SRES staff will notify participants if an activity is cancelled due to inclement weather.



## Illness / Accidents / Injuries / Medical Emergencies

- SRES ask participants to stay home if they are ill in order to maintain their own health and prevent the spread of illness.
- If a participant becomes ill during an activity, they may be taken home if staff is available or someone will be contacted to pick them up.
- For minor incidents, such as scratches, scrapes, bruises, bug bites or stings, the appropriate first aid will be applied and an incident report written. The emergency contact(s) and/or provider will be notified of such incidents.
- For more serious injuries, we will call 911 and notify the emergency contact(s), provider and guardian immediately. An incident report will be written.

## Dress Code/Hygiene

- Please wear clothing that is appropriate to the occasion and weather and present a clean and neat appearance.
- SRES reserves the right to send people home if guidelines are not followed.



# Cancellation Policy/No-call/No Show

SRES understands there are occasions participants may have to miss an activity. We ask that the participant notify the SRES Manager via phone or email 24 hours prior to the activity to avoid a \$5 administration fee. This includes “free” activities. In cases where tickets, food and/or reservations are purchased the participant will be required to pay the cost.



# Code of Conduct

- The SRES program strives to ensure all participants have an enjoyable, safe and fun experience while with us.
- Everyone should respect the rights of others and respect the views and backgrounds of those that differ from your own.
- SRES will not tolerate name calling, belittling, arguing or fighting during any of the activities and classes.
- SRES reserves the right to send a participant home if their behavior is deemed inappropriate. This will be at the participants expense.



# Alcohol and Smoking

- The SRES program encourages activities/classes to be alcohol free. However, in the event the participant chooses to consume alcohol, our policy is no more than two drinks during the duration of the activity/class.
- The SRES program encourages activities/classes to be smoke free. However, in the event the participant chooses to smoke they must follow the rules established at the location.
- SRES reserves the right to send a participant home if their behavior/actions are deemed inappropriate or they violate the rules. This will be at the participants expense.



# Helpful Tips About Activities and Classes

The registration sheet offers several pieces of information:

- **Meeting place:** We usually meet at Goodwill unless noted otherwise. If it states *Together Again Room* that means we are meeting on the 2<sup>nd</sup> floor of Goodwill.
- **Cost/Class Cost/Supply Cost:** This column indicates what is and isn't included in the activity fee. Please pay attention if you will need money for food.
- **Date/Time:** The time the activity starts. This is the time we will leave Goodwill if the activity is off site.
- **Will staff be attending?** Please make sure to circle yes or no and indicate which activities.



# Contact Information

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Activity Line: 614-583-0399

*(Activity schedule and updates only)*

Activity Cell Phone: 614-579-6849

*(Used during activities only)*